

Arreone Perry Fordan

Virtual Assistant/ Senior Real Time Analyst/Technical Support

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7 B pkg2 blk 40 Bagong Silang

Caloocan City

EXPERIENCE

Telstra Telecom

*Technical Support role in one of the biggest Australian Telco.
September 2011*

- Inbound and outbound Tech inquiries
- Responsible for troubleshooting customers' internet connection.

Teleperformance Philippines | June 2016

Senior Real time Analyst

- Worked closely with clients to maintain the right staffing, service level and schedule of every employee.
- Creating reports everyday for monitored inbound/outbound calls.
- Manage wide company outages by creating incident tickets and coordinating with IT and clients.

YouTube vlogger

2017-2021

Personal Vlogging and unboxing

EDUCATION

St. John Technological college of the Philippines Associate in Computer Science Technology — Graduate

2005 - 2008

SKILLS

Microsoft Excel
PowerPivot
Administrative Support
Video Intro & Outro
Social Media
Management
Social Media Account
Setup
Database Management
Forecasting schedule
Technical Support
Multiple Email Account
Management
Email Support

AWARDS

Top 3 Customer Service
Representative 2013

Top 2 Technical support
2014

10 years of service in
Teleperformance
Philippines

LANGUAGES

English and Filipino

My Picture

